

Training Support Specialist

Mississippi Electronic Courts

Supreme Court of Mississippi

The Supreme Court of Mississippi is seeking a qualified candidate for the Training Support Specialist position with its Mississippi Electronic Courts (“MEC”) division. This is a full-time professional, salaried position with the Supreme Court of Mississippi located in Jackson, MS, and offers health insurance, state retirement, and other State of Mississippi employee benefits.

The Training Support Specialist supports the training and implementation of new courts onto the MEC statewide court case management and e-filing system. This position is focused on providing in person and/or remote MEC training to court and clerk staff throughout the state. The position also supports existing MEC courts through the MEC Help Desk.

COVID-19 Statement:

The Training Support Specialist position may temporarily begin in a work from home arrangement due to the COVID-19 pandemic and the division’s objective to safely social distance. The MEC Director and/or department heads have the discretion to terminate remote work arrangements at any time. This position may begin or transition to an on-site location at the Supreme Court of Mississippi. This position requires flexibility for any necessary transitions.

Essential Duties and Responsibilities:

- Assist in the coordination, planning, scheduling, and conducting of training sessions for the Mississippi Electronic Courts system throughout the state.
- Communicate with court and clerk staff to review and document court business processes.
- Develop and maintain a high degree of product knowledge, expertise, and best practices.
- Work with clients and product management on product issues.
- Identify and document opportunities for product improvements/enhancements.
- Report product issues for review and resolution.
- Evaluate, document, and report incidents to the appropriate personnel for resolution.
- Perform any other related duties as assigned by management.

Employment Opportunity

Required Qualifications:

- Must have experience working in a legal environment.
- Must have excellent computer skills, with intermediate to advanced proficiency with Microsoft Office suite applications (Word, Excel, PowerPoint, and Outlook).
- Must have the ability to work independently and within a team environment.
- Must be motivated, organized, self-reliant, and have excellent writing skills.
- Must have strong communication, presentation, and interpersonal skills.
- Must have the ability to interact positively and effectively with a wide variety of personalities both inside and outside of the organization.
- Must be able to learn, understand, and successfully communicate business processes and workflow to end-users, technical staff, and business staff.
- Must work well under pressure and adhere to deadlines.
- Must have a reliable high-speed internet connection provided by a cable or fiber ISP (DSL or Satellite internet are NOT permitted) and other resources available to support remote work.
- Must have a valid driver's license and be able to travel within the state.

Additional Preferred Qualifications:

- Experience working in a Mississippi Chancery or Circuit clerk's office or judge's chambers.
- Advanced experience using the Mississippi Electronic Courts electronic case management and e-filing system.
- Experience working remotely using a VPN connection.

Education and Professional Requirements:

- Bachelor's degree from an accredited four-year college or university in a computer, legal, or business related field of study;

AND

- Two (2) years of experience related to the described duties.

-OR-

- Associate's degree from an accredited two-year college in a computer, legal, or business related field of study;

AND

- Four (4) years of experience related to the described duties.

Employment Opportunity

Travel:

Extensive travel to courts throughout Mississippi, including overnight travel, is required. Incumbent must have the flexibility to travel within the state and work overtime when required.

Compensation and Benefits:

This is a full-time position with a starting salary range of \$40,000.00 to \$45,000.00 per year. The starting salary offered for this position will be based on selected candidate qualifications and experience.

This position will receive State of Mississippi employee benefits, which offers health, dental, vision, and life insurance, paid state holidays, state retirement (PERS), deferred compensation, and paid vacation/sick leave.

Application Process:

Qualified applicants interested in this position should submit a résumé detailing personal, educational, and professional background along with three employment references. Additionally, applicants should include a one to two-page letter briefly describing qualifications, career achievements, legal field experience, and why the applicant is qualified for this position. E-mail applications are accepted and preferred.

All qualified individuals interested in this position should submit the required documentation to:

Nathan Evans, Director
Mississippi Electronic Courts
P.O. Box 117
Jackson, MS 39205
nathan.evans@mec.ms.gov

The candidate selected for this position will serve at the will and pleasure of the Supreme Court of Mississippi.

NOTE: This position with the Supreme Court of Mississippi is considered a “non-state service” status position by the Mississippi State Personnel Board. State employee benefits are available (PERS, health insurance, paid time off, etc.), but judiciary positions do not offer the “permanent status” employment protections that “state service” status positions are provided through the Mississippi State Personnel Board.

Employment Opportunity

Applicants are encouraged to apply as soon as possible. The Supreme Court of Mississippi reserves the right to modify the conditions of this job announcement or withdraw the job announcement without any prior written or other notice.

The Supreme Court of Mississippi is an Equal Opportunity Employer.